

The Meadows – Arizona

Introduction

This case study of The Meadows – Arizona is based on a May 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



“CPI improved staff de-escalation skills, improved overall safety, and has become ingrained in our training.”

“CPI training improved my organization’s HCAHPS score.”

“CPI has helped our staffs’ confidence in handling acting-out individuals more safely and calmly. Staff don’t hesitate to help one another in a crisis, and know they have a team to turn to for help.”

“CPI training has helped our clients feel safer knowing that we have been taught safe techniques to de-escalate them in their worst moments.”

“CPI provides wonderful customer care and support and is always willing to provide additional resources to enhance our skills.”

Challenges

- Sought Nonviolent Crisis Intervention® training to :
 - Meet regulatory compliance
 - Reduce workplace violence rate
 - Reduce worker compensation claims
 - Improve organizational culture
 - Improve staff confidence in working with challenging clients
 - Improve staff skills in managing behaviors

Company Profile

Company:
The Meadows – Arizona

Company Size:
Medium Enterprise

Industry:
Hospitality

Environment

Categorizes their healthcare environment as behavioral.

Results

- Reduced challenging/disruptive behaviors by 40–49% since implementing CPI de-escalation techniques.
- Decreased the use of physical restraints and seclusions by 75–99% since implementing CPI training.
- Agrees that the enhanced content has helped them, their staff, and their organization.
- Achieved return on investment with CPI by:
 - Meeting regulatory compliance
 - Improving staff skills and confidence

About Crisis Prevention Institute

CPI is a standard-setting resource for organizations that serve society’s most vulnerable. Their proven model for staff training and personalized support empowers professionals who strive to sustain true cultures of compassion.

Learn More:

[Crisis Prevention Institute](#)